CISCO SYSTEMS

Cisco Unified IP Phone Guide 7931G (SCCP)
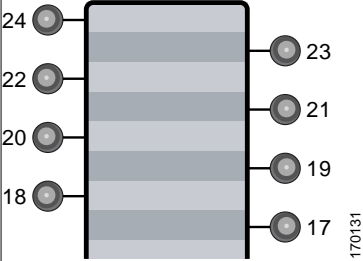# Cisco Unified Communications Manager Express

1 Overview

This guide provides phone, soft key, and features descriptions for the Cisco Unified IP Phone 7931G Skinny Client Control Protocol (SCCP) keyset phone.

Physical Layout

The Cisco Unified IP Phone 7931 includes 24 buttons that can be assigned to lines and call features. A 3-color LED provides call status information for each line.

	Feature	Description
1	Line and call feature button	Opens a new line and accesses call features. A 3-color LED provides call status information: • Flashing green: Call is placed on hold by you. • Steady green: Line is in use by you. • Flashing red: Call is placed on hold by the other user on a shared line. • Steady red: Line is in use by the other user on a shared line. • Flashing amber: Line is ringing. • Off: Line is available. The line buttons are numbered 24-1 from top to bottom. The numbers do not appear on the phone.
2	Paper label	Allows you to identify each button with line or feature information.

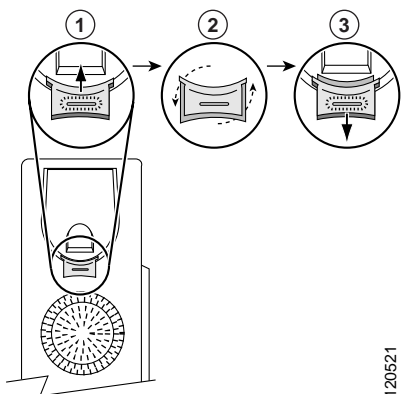|	Feature	Description
3	Soft keys	Engage the functions displayed on the corresponding LCD tabs.
4	Hold button	Places calls on hold. Press the line button, flashing green or red, to retrieve a call on hold.
5	Transfer button	Connects a call to another number.
6	Redial button	Connects to the last dialed number.
7	Keypad	Functions like a traditional telephone keypad.
8	Mute button	Toggles mute on and off.
9	Volume button	Increases or decreases handset, headset, ringer, or speakerphone volume.
10	Speaker button	Toggles the speaker on and off.
11	Handset	Functions like a traditional handset.
12	Handset indicator light	Flashes for an incoming call and remains on when there is a message waiting.
13	LCD screen	Displays information such as line/call status, phone number, and soft key tabs.
14	Cisco Unified IP phone model type	Shows the Cisco Unified IP phone model number.
15	4-way navigation pad and Select button	Scrolls through text and selects features that are displayed on the LCD screen. View directory numbers, lines, and features assigned to each line button. The Select button is at the center of the navigation pad.

Connecting Your Phone
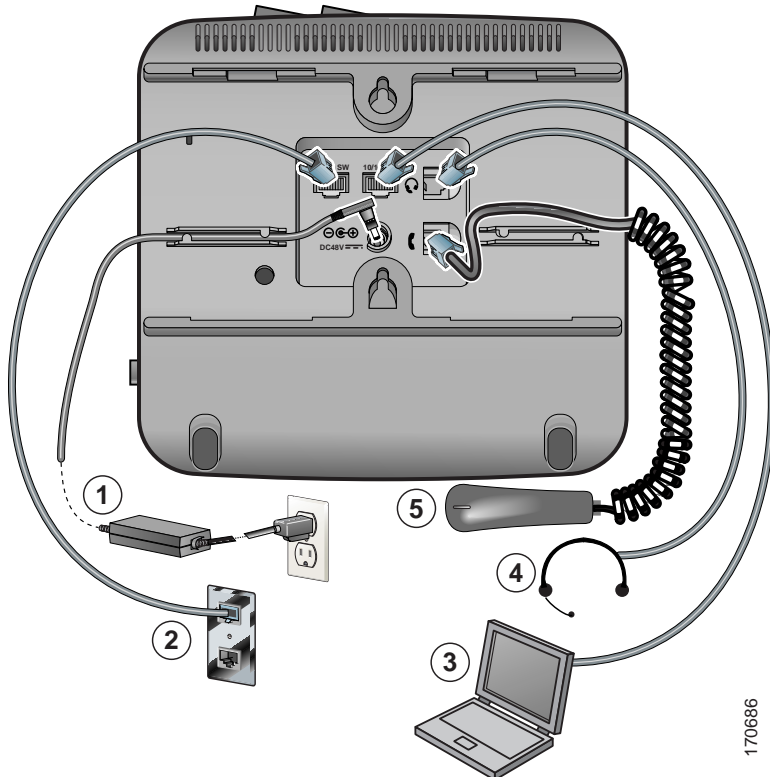
1	DC adapter port (DC48V)
2	Network port
3	PC port
4	Headset port
5	Handset port

Adjusting the Handset Rest

When you connect your phone, you can adjust the handset rest so that the receiver will not slip out of the cradle. Use the following method to adjust the handset:

1. Set the handset aside and pull the square plastic tab from the handset rest.

2. Rotate the tab 180 degrees.

3. Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.

Soft Key Descriptions

Your Cisco Unified IP phone is equipped with soft keys that point to feature options displayed along the bottom of the LCD screen. Soft keys change according to the state of the phone.

The following is a comprehensive list of soft keys offered on the Cisco Unified IP Phone 7931. Functions vary according to your system configuration.

Soft Key	Description
<< or >>	Use these soft keys to move the cursor to the left or right. Moving the cursor to the left can erase information that you have entered.
Acct	Consult your system administrator on the use of this soft key.
Callback	Notifies callers that the called line is free.
Cancel	Cancels the last selection.
CFwdALL	Forwards all calls.
Clear	Clears directory history.
Confrn	Connects callers to a conference call.
Delete	Deletes current number.

Soft Key	Description
Dial	Dials the displayed number.
Directories	Provides access to phone directories.
DND	Activates the Do-Not-Disturb feature.
Down	Decreases the LCD screen contrast.
EditDial	Selects a number and activates the cursor for editing.
EndCall	Ends the current call.
Exit	Exits from the current selection or screen.
Flash	Provides hookflash functionality for three-way calling and call-waiting services provided by the PSTN or Centrex service.
GPickUp	Selectively picks up calls coming into a phone number that is a member of a pickup group.
Login	Provides PIN-controlled access to restricted phone features. Contact your system administrator for additional instructions.
Message	Dials the local voice-mail system.
more	Scrolls through additional soft key options (for example, use the more soft key to locate the DND soft key).
NewCall	Opens a new line on the speakerphone to place a call.
Ok	Confirms the selection.
Park	Forwards calls to a location from which the call can be retrieved by anyone in the system.
PickUp	Selectively picks up calls coming into another extension.
Play	Plays the ring sound sample.
Redial	Redials the last number dialed.
Restore	Consult your system administrator on the use of this soft key.
Resume	Returns to an active call.
Save	Saves the last change.
Search	Initiates a search in the local directory.
Select	Selects the highlighted option.
Settings	Provides access to phone settings such as display contrast, ring volume, and ring type.
Trnsfer	Transfers selected calls to another number.
Up	Increases the LCD screen contrast.

2 Operating Your Phone

Your Phone can be configured in a variety of ways. A typical line button configuration is Applications on line button 24 and Headset on line button 23. To activate and deactivate the headset, for example, press line button 23.
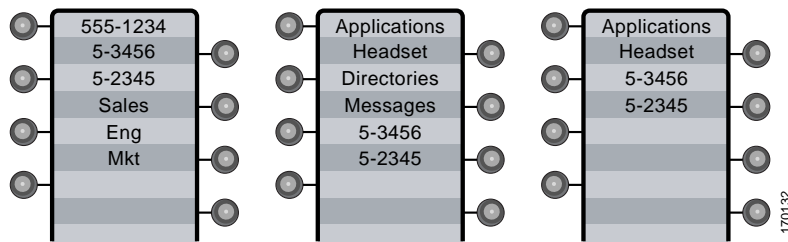
> **Note**   During on-hook dialing, use the backspace (<<) soft key to erase characters that were entered incorrectly. Backspace does not work if you have lifted the handset and dialed a number using the keypad.

This section includes:

Basic: Place a Call

To place a call, use one of the following methods:
- Lift the handset and dial the number. If you cannot hear a dial tone, choose an available line by pressing the line key.
- Dial the number and then lift the handset.
- Press the line button for your extension, dial the number, and then lift the handset.
- Press any available button, dial the number, and then lift the handset.
- Press the New Call soft key, dial the number, and then lift the handset.
- Press a speed-dial button and then lift the handset.
- If you have selected a number from a directory, press the Dial soft key, and then lift the handset.

Speakerphone: Place a Call

To place a call using the speakerphone, use one of the following methods:
- Press the speakerphone button and perform the steps for placing a basic call, and do not lift the handset.
- Perform the steps for placing a basic call and do not lift the handset.

To switch to handset operation, just lift the handset.

Headset: Place a Call

To place a call using a headset, press the heasdset button, then perform the steps for placing a basic call, and do not lift the handset.

To switch to handset operation, just lift the handset.

Answer a Call

To answer a call, use one of the following methods:
- Lift the handset.
- If you are using a headset, press the line button to select between incoming calls.
- To use the speakerphone, press the line button (flashing amber), the Answer soft key, or the Speaker button.

End a Call

To end a call, use one of the following methods:
- Hang up the handset.
- If you are using a headset, press the EndCall soft key.
- If you are using the speakerphone, press the Speaker button or the EndCall soft key.

Redial a Number

To redial the most recently dialed number, use one of the following methods:
- Lift the handset and press the Redial button.
- Press a line button and then press redial.
- Press the Redial button to dial using the speakerphone.

Hold a Call

To place a call on hold while on the call, press the dedicated Hold button. Calls placed on hold by you flash green. Calls placed on hold by others flash red.

To retrieve a held call, press the flashing line button or press the Resume soft key. If multiple calls on multiple lines are on hold, press the line button for the line that you want to pick up. The active call on the other line is automatically put on hold.

✎
Note   Because the hold feature can generate music or beeps, avoid using hold when dialed into a remote conference system.

Mute a Call

To mute a call while on a call, press the Mute button. The Mute button lights, indicating that the other party cannot hear you.

To deactivate the mute function, do one of the following:

- Press the Mute button again.
- Lift the handset if you are using mute along with speakerphone.

✎
Note   The Mute feature does not generate music or beeps.

Manage Call Waiting

The 7931G is designed to work as a key system telephone with each button handling one call. Call waiting calls are normally presented on a separate line button. A new call can be answered by pressing the ringing button. The current call is automatically put on hold. You can toggle between callers by pressing the flashing line button; the current call is placed on hold automatically.

If you are on a call when a second call comes in, you hear a call-waiting tone or see a flashing indicator light on the handset rest, depending on the configuration of your phone, and the call appears on a separate line button.

To answer the new call, press the Answer soft key to answer the call. The call on the other line is automatically put on hold.

To return to the original call, press the line button of the original call to reconnect to it.

For calls on a separate line, press the Line button for the incoming call. The call on the other line is automatically put on hold.

To return to the original call, press the Line button associated with the original call.

Retrieve Voice-Mail Messages

To access voice messages, use the following method:

1. Obtain dial tone.
- Dial the extension number of the voice mail system.
- Press the speed dial button for the voice mail system. The speed dial button may already be programmed for this.
- Press line button 21 if configured as the Message key.

✎
Note   When you have one or more new messages, if you have the message-waiting indicator (MWI) configured, the light on your handset is lit.

Using the Navigation Pad and Select Button

Use the navigation pad up and down arrows to move the cursor or currently highlighted text. Use the select button, located in the center of the navigation pad, to choose the currently highlighted text. Use the left and right arrows to change the information displayed for line and features buttons from normal to detailed.

The Select button provides additional functionality depending on the context. If you navigate to any line in the LCD (pressing the up and down arrows on the navigation pad) and the corresponding:

- Button is mapped as a line button and the line is idle, pressing Select initiates a new call.

- Button is mapped as a line button and there is a call on the line, pressing Select changes the display between normal and detailed.
- Button is mapped as a line button and there is a call on hold, pressing Select resumes the call.
- Button is mapped as a feature, pressing Select invokes the feature.

Setting and Adjusting Your Cisco Unified IP Phone

Adjust the Volume for the Current Call

To adjust the handset, speakerphone, or headset volume for the current call, use the following method:

1. During a call, press the Up or Down Volume button.
2. Press the Save soft key to apply the new volume level to future calls.

Adjust the Ring Volume

To adjust the ring volume, press the Up or Down Volume button while the phone is idle or ringing and the handset is on hook.

Select the Ring Type

To change the ring type, use the following method:

1. Press line button 24 to access the Applications Menu key (default). If you are not sure of which button is configured as the Applications Menu key, use the Navigation button to display all button configurations.
2. Use the Navigation pad to choose Settings, or press keypad digit 3.
3. Press 2 for Ring Type, or use the Navigation pad to access Ring Type and press the Select button.
4. Use the Navigation pad to scroll through the list of ring types. Press the Play soft key to hear samples.
5. Highlight the ring you want, and then press the Select button.
6. Press the Save soft key to save the setting, or press Cancel to exit to the previous menu without changing the setting.
7. Press the Exit soft key to return to the main directory menu.

Adjust the Display Contrast

To adjust the contrast in your LCD display, use the following method:

1. Press line button 24 to access the Applications Menu key (default). If you are not sure of which button is configured as the Applications Menu key, use the Navigation button to display all button configurations.
2. Use the Navigation pad to choose Settings, or press keypad digit 3.
3. Use the Down or Up soft key to change the contrast.
4. Press the Save or Exit soft key.
5. Press the Ok soft key to select your contrast setting.
6. Press the Save soft key to save the setting, or press Cancel to exit to the previous menu without changing the setting.
7. Press the Exit soft key to return to the main directory menu.

I-Hold

The I-Hold feature provides a visual indication of calls on hold on a shared line. A flashing green line-button LED indicates a locally held call and a flashing red line-button LED indicates that the other user has put a call on hold.

Directory Transfer

You can transfer a caller to a selected directory number. To transfer a call directly to a selected directory number, use the following method:

1. Obtain dial tone.
2. Choose one of the following:
   - Press line button 22 if it is configured as Directories (default).
   - Press the Applications line button 24 and either navigate to Directories or press keypad digit 2.
3. Search for the requested name.
4. When the requested name is selected in the Directory, press the Dial soft key.
5. Press the Transfer button.

Busy Monitored Line

To transfer a call to a busy monitored line, press the transfer button and then the line button.

Divert Incoming Calls

To forward any incoming call to the call forward destination for each line configured on the phone, for example forward to voice mail, press the DND key.

Note   If the call-forward destination is not set, pressing the DND soft key disables the ringer.

Park a Call

Call park allows a phone user to place a call on hold at a designated parking spot from which the call can be retrieved by anyone on the system.

To park a call, press the Park soft key. The Cisco Unified Communications Manager Express system automatically selects an available call part slot and displays the number on the Cisco Unified IP phone screen.

To park a call to a specific call part slot, press the transfer button followed by the call part slot number provided by your system administrator.

To retrieve a parked call, use one of the following methods:

- Dial the call part slot number.
- If your phone receives a call park notification, press the PickUp soft key followed by the asterisk (*).
- Press the PickUp soft key followed by the call part slot number.

Note   Contact your system administrator for available call park directory numbers.

Call-Blocking (Toll Bar) Override

Call blocking prevents unauthorized use of phones. It is implemented by matching a pattern of specified digits during a specified time and day of week or date. The call-blocking override feature allows individual phone users to override the call blocking that has been defined.

To place calls when call-blocking is enabled, use the following method:

1. Press the Login soft key on the Cisco Unified IP phone.
2. Enter the PIN that is associated with the phone.

Note   Contact your local system administrator for your personal identification number (PIN).

Transfer a Call

To Transfer a selected call to another number, use one of the following methods:

- Blind transfer—Immediately redirects the call without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).
- Consult transfer—Redirects the call after first allowing you to speak to the transfer recipient.

To transfer a call, perform the following steps:

1. During a call, press the Trnsfer soft key or the Transfer button. The call is placed on hold.
2. Dial the number to which you want to transfer the call.
3. To make a blind transfer:
    - Hang up the handset or press the Trnsfer soft key after you hear the line ringing.
4. To make a consult transfer:
    - Wait for the call to be answered. Speak to the transfer recipient. Then press the Trnsfer button or hang up the handset.
    - To cancel your consult call-transfer attempt, press the EndCall soft key.
5. If the transfer fails, or to return to the original call, press the Resume soft key.

Forward All Calls

To forward all incoming calls to another number, use the following method:

1. Press the CFwdALL soft key. You hear a confirmation beep.
2. Dial the number to which you want to forward all your calls. Dial the number exactly as you would if you were placing a call to that number. Remember to include locally required prefix numbers.

    The phone display is updated to show that calls are to be forwarded.
3. Press the pound key (#) or the EndCall soft key.

✎

Note To forward calls to a speed-dial number, use the soft key and button sequence of the CFwdALL soft key plus a speed-dial button, followed by the EndCall soft key.

To cancel call forwarding, use one of the following methods:

- Select the line that has call forwarding set.
- Press the CFwdALL soft key, then hang-up.

Pick Up Calls

To pick up a call that is on hold or a call that is ringing at another extension, use the following method:

1. Press the PickUp soft key.
2. Dial the extension number of the Cisco Unified IP phone that you want to pick up. Control of the call is transferred to your phone.

To selectively pick up a call coming in to a number that belongs to a pickup group, use one of the following methods:

- Press the GPickUp soft key. If there is only one pickup group defined in the entire Cisco Unified Communications Manager Express system, control of the call is transferred to your phone.
- If the ringing telephone and your phone are in the same pickup group, press the asterisk (*) to transfer control of the call to your phone.
- If the ringing telephone and your phone are in different pickup groups, dial the pickup group number where the phone is ringing to transfer control of the call to your phone.

Conference Calls

Your Cisco Unified IP Phone provides three types of conference calls: Standard, Meet-Me, and Ad Hoc conference calls.

Standard Conference Calls

A standard conference call involves three parties.

You can create a standard conference in different ways, depending on your needs and the soft keys available on your phone:

- Confrn—Use this soft key to establish a standard conference by calling each participant. Standard conference calling is a default feature available on most phones.
- Join—Use this soft key to establish a standard conference by joining several calls already on one line.
- cBarge—Use this soft key to add yourself to an existing call on a shared line and to turn the call into a standard conference call. This feature is available only on phones that use shared lines.

Meet-Me Conference Calls

A Meet-Me conference call involves up to eight parties.

You can create a Meet-Me conference by calling the Meet-Me phone number at a specified time.

Ad Hoc Conference Calls

An Ad Hoc conference call involves up to 32 parties.

You can create an Ad Hoc conference call the same way you do a standard conference call.

Place a Conference Call

To place a conference call, use the following method:

1. During a call, press the More soft key and then the Confrn soft key to open a new line and put the first party on hold.
2. Place a call to another number.
3. When the call connects, press Confrn again to add the new party to the call.

To establish a conference call between second- and third-party calls already present on a phone, using separate line buttons, one active and the other on hold, use the following method:

1. Press the Confrn soft key on the phone.
2. Press the Line button of the call you want to add to the three-party conference.

End a Conference Call

To end the conference call, hang up the handset, or press the EndCall soft key.

> **Note** If configured, after the conference call initiator disconnects, the conference call is terminated.

Alternate Methods to End a Conference Call

Call initiators may use one of the methods below. Functions vary according to your system configuration.

- To end the conference and remain connected to the most recent call, press the Confrn soft key. The older call is placed on hold.
- To disconnect from the conference, hang up the handset. The other parties remain on the conference call.

Meet-Me Conference Call

Meet-Me conferencing allows you to start or join a conference by dialing the conference number, and supports up to 32 parties.

To start a Meet-Me conference, use the following method:

1. Obtain a Meet-Me phone number from your system administrator.
2. Distribute the number to participants.
3. Obtain a dial tone, then press the more > MeetMe soft keys.
4. Dial the Meet-Me conference number. Participants can now join the conference by dialing in.

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Note   You hear a busy tone if you call the conference before the initiator has joined. If this happens, try your call again.

To end a Meet-Me conference, all participants must hang up. The conference does not automatically end when the conference initiator disconnects.

Ad Hoc Conference Call

Ad hoc conferences are created when one party calls another, then either party decides to add another party to the call. This is the default behavior. Your system can be configured so that only the conference creator can add parties to the conference.

The default is that the conference is maintained as long as three parties remain in the conference. Any party can hang up and the conference is maintained. Your system can be configured so that the conference drops when the creator hangs up. Your system can also be configured so that the conference drops when the last local party hangs up.

Ad Hoc conferencing supports up to eight parties.

Start a Conference Call

To add new participants to an existing conference, use the following method:

1. From a connected call, press Confrn. (You may need to press the more soft key to see Confrn.)
2. Enter the participant's phone number.
3. Wait for the call to connect.
4. Press Confrn again to add the participant to your call.
5. Repeat to add additional participants.

View a List of Participants

To view a list of conference participants, use the following method:

1. Highlight an active conference.
2. Press ConfList. Participants are listed in the order in which they join the conference with the most recent additions at the top.

To get an updated list of participants, while viewing the conference list, press Update.

To see who started the conference, while viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.

To drop the last party added to the conference, press RmLstC. You can remove participants only if you initiated the conference call.

Remove Participants

To remove any conference participant, use the following method:

1. Highlight the participant's name.
2. Press Remove. You can remove participants only if you initiated the conference.

To end your participation in a conference, hang up or press EndCall.

Place a Call from Your Local Directory

To access the local phone directory established by the system administrator, use the following method:

1. Press Menu, navigate to locate Directories, and then press the Select button.
2. Press 4 on the keypad or navigate to the Local Directory.
3. Use the Navigation pad to select the Last, First, or Number field search option.
4. Use the keypad to enter the last name or first name for the entry.

   To enter characters, press the number key of the letter you want until you access that letter. For example, to enter a B, press the 2 key two times, to enter a C, press the 2 key three times. Pressing a key repeatedly cycles through the letters for that key. Use the backspace (<<) soft key to make corrections while entering characters.
5. Press the Search soft key to find your selection.
6. If your search results in multiple listings, use the Navigation pad to hilight the correct number, then press the Select button.
7. Press the Dial soft key to dial the selected number.

Program Personal Speed-Dial Buttons

Your system administrator can assign speed dial numbers to your phone. You may not be able to program every speed dial number.

To program personal speed-dial buttons, use the following method:

1. Select an available phone line by lifting the handset, by pressing the NewCall soft key, or by pressing a line button. Listen for the dial tone.
2. Press the pound key (#).
3. Press the speed-dial button that you want to program. A short beep confirms that you are starting to program this button.
4. Enter the speed-dial number. The digits appear on the phone display. Use the backspace (<<) soft key to erase digits that were entered incorrectly.

   To remove a speed-dial number without replacing it with a new one, press the pound key (#).
5. Press the same speed-dial button a second time to indicate that you have finished entering the speed-dial digits and to store the new speed-dial number.
6. To continue, press a new speed-dial button and repeat the process. Hang up the handset to finish.

Place a Call from Your System Speed-Dial Directory

To place a call from your system speed-dial directory, use the following method:

1. Obtain dial tone.
2. Press the Applications line button 24, navigate to Directories, or press keypad digit 2.

   Or press line button 22 if it is configured as Directories (default).
3. Use the Navigation pad to scroll through the options. Use the Select button to select speed-dial options.
   - Press 5 for the Local Speed Dial.
   - Press 6 for the Personal Speed Dial. (Functions vary depending on your system configuration.)
4. Use the Navigation pad to scroll through the speed-dial phone list.
5. To dial the selected phone number, press the Select button, or enter the entry number on the keypad.
6. Press the Exit soft key to return to the previous directory menu.

View Call History

To view recent missed, received, or placed calls, use the following method:

1. Press Menu, navigate to locate Directories, and then press the Select button.
2. Use one of the methods below to choose a call list:
   – Use the Navigation pad to scroll to scroll to the desired call list and press the Select button.
   – Press 1 on the keypad for Missed Calls.
   – Press 2 on the keypad for Received Calls.
   – Press 3 on the keypad for Placed Calls.
3. Press the Exit soft key to return to the previous directory menu.

Place a Call from Call History

To place a call to a number in the call history list, use the following method:

1. Use the Navigation pad to scroll through the call history list.
2. Use the Select button to select a phone number. The digits appear on the phone display.
3. To dial the number as it appears on the phone display, press the Dial soft key.

To edit the number on the phone display before dialing, use the following method:

1. Press the EditDial soft key to place the cursor at the beginning of the number on the phone display.
2. Use the keypad to edit the digits as needed. Use the backspace (<<) soft key to erase digits that were entered incorrectly.
3. Press the Dial soft key to place the call.

Clear Call History

To clear all numbers in the directory histories, press the Clear soft key.

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Note   The Clear soft key clears all call history lists. Selective clearing of call history lists is not supported.

Use Audio Paging

Audio paging provides a one-way voice path to the phones that have been designated to receive paging. It does not have a press-to-answer option like the intercom feature.

To use the paging function for paging a group, use the following method:

1. Select an available phone line by lifting the handset. Listen for the dial tone.
2. Dial the designated paging group number.

   Each idle IP phone that has been configured with the paging number answers automatically in speakerphone mode, and the phone displays the caller ID.
3. When you finish speaking your message and hang up, the phones are returned to their idle states.

Use the Intercom Feature

Cisco Unified Communications Manager Express supports intercom functionality for one-way and press-to-answer voice connections using a dedicated pair of intercoms on two phones that speed-dial each other. A line button is assigned for use as the intercom button.

The called IP phone automatically answers the call in speakerphone mode with mute activated. A beep sounds to alert the recipient to the incoming call.

To respond to an intercom call, press the Mute button, or lift the handset.

Activate Do Not Disturb

For visual call alerting and information without audible ringing, use Do Not Disturb (DND). Calls receive normal call-forward-busy and no-answer treatment.

To activate the Do-Not-Disturb feature, use the following method:

1. Press the more soft key to locate the DND soft key.
2. Press the DND soft key. A display text message indicates that the phone is in Do-Not-Disturb mode.

✎

Note If DND is not set, pressing the DND soft key when a line is ringing forwards the call to the call-forward destination set on the phone for that call only. If the call-forward destination is not set, pressing the DND soft key disables the ringer.

To deactivate the Do-Not-Disturb feature, repeat Steps 1 and 2.

3 Phone Features and Functions List

The following list provides a quick reference to the features and functions for the Cisco Unified 7931G IP phone.

CISCO SYSTEMS

Cisco Systems has more than 200 offices in the following countries. Addresses, phone numbers, and fax numbers are listed on the
Cisco Web site at www.cisco.com/go/offices

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia • Cyprus • Czech Republic • Denmark
Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland • Israel • Italy • Japan • Korea • Luxembourg • Malaysia
Mexico • The Netherlands • New Zealand • Norway • Peru • Philippines • Poland • Portugal • Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore
Slovakia • Slovenia • South Africa • Spain • Sweden • Switzerland • Taiwan • Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam
Zimbabwe